

STATE OF CALIFORNIA

JOHN CHIANG,  
California State Controller

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STATE CONTROLLER'S OFFICE  
PERSONNEL/PAYROLL SERVICES DIVISION  
P.O. Box 942850  
Sacramento, CA 94250-5878

DATE: August 29, 2008

CALATERS LETTER #08-007

TO: All Agencies Participating in the California Automated Travel Expense Reimbursement System

FROM: ELEANOR ALVAREZ, Manager  
California Automated Travel Expense Reimbursement System (CalATERS)

RE: CalATERS SOFTWARE/HARDWARE UPGRADES

The CalATERS staff, in partnership with Department of Technology Services (DTS), has completed all of the preliminary steps for the migration of the CalATERS Production Environment to a new and more powerful server. In addition, software upgrades will also occur at the same time to be in compliance with the most up-to-date versions used on CalATERS.

Phase one of the migration took place on May 30, 2008, in which the Training Environment software version upgrades and the migration to the new server were completed. That migration took DTS staff, IBM staff and the CalATERS staff the entire weekend to complete and we anticipate this migration of the Production Environment and Report Administration will also take 3 days to complete. With the need to have the software upgrades completed before we are out of compliance and due to the rapidly increasing volume of transactions resulting from the mandatory rollout of CalATERS, it is imperative that we perform this migration when all the resources are available.

Therefore, on Friday, September 5 at 12:00 A.M. through Sunday, September 7, 2008 until 11:59 P.M. we will disable the Production Environment, Training Environment and Report Administration in order to perform the software upgrades and migrate to the new server. Although the Training Environment has been upgraded, it is necessary to disable this as it resides on the server where the migration will occur. The CalATERS Production Environment, Training Environment, and Report Administration will become available for use on September 8, 2008 at 12:01 A.M.

Although the CalATERS web site will remain active during the above events, users will receive message "Unable to establish network connection, please try again later" when clicking on the "sign-in" button. This will indicate that the system is currently unavailable. In addition, the CalATERS web site home page under "What's New" will have a message indicating that CalATERS is down until September 8, 2008.

We appreciate your patience during the installation of these upgrades.

If you have questions, please contact the CalATERS Help Desk and reference this CalATERS Letter.

Thank you.